Frequently Asked Questions

Have questions about Office 365? View frequently asked questions by selecting a category from the list below.

[Office 365 — General](#)

What is Office 365?
Office 365 (O365) is the Microsoft cloud-based service the State of Delaware has procured for statewide deployment. The term cloud-based refers to applications, services or resources made available to users on demand via the internet from a cloud computing provider's servers. Office 365 is an integrated experience of cloud-based apps and services which include email, file storage, collaboration, and more.

Why did the State select Office 365?
The Department of Technology and Information and your agency IRM or ISO worked together with Gartner, Inc. from April – Sept 2017 to assess requirements, preferences, capabilities, and concerns regarding a transition to cloud services for email and productivity tools. The recommendation was to move to a cloud-based service (vs. a revamp of on-premise hardware and software). Moving to the cloud will provide greater productivity, security, and collaboration across our State enterprise and support Delaware's initiatives to become a more accessible, responsive and mobile government. *Your familiarity with Microsoft Office products played a significant factor in choosing O365 over other similar cloud providers.*

What type of Office 365 subscriptions are available?
The State has procured Office 365 Government Plan licenses including Advanced Threat Protection (ATP) add-on.   There are two versions of the O365 licenses. The majority of state

personnel will require a G3 license, which provides Outlook (email), and both online and locally installed Office Pro Plus. The G1 license provides email and Office Online.

I understand Microsoft releases automatic upgrades throughout the year, how will these upgrades be managed?
A Governance/Center of Excellence team will be identified, as well as a dedicated Service Delivery Engineer working as the coordinator of the group. It will be that team's responsibility to review all updates, determine effects, and then manage the integration into our Office 365 tenant. Additionally, the team will work with the Organizational Change Management team to ensure changes/updates are communicated timely and appropriately prepared for.

What are minimum system requirements for Office 365 ProPlus to work?
Office 365 ProPlus will run on PCs and Windows tablets running Windows 7 Service Pack 1 or above (not on Vista or XP), and Macs with Mac OS X10.12 or above.

Is there support for mobile devices like smartphones and tablets?
For all State issued devices there is support. Issues encountered on personal devices are not supported.

How is Office Online different from Office 365 ProPlus?
Office Online makes Office 365 applications (Word, Excel, PowerPoint, or OneNote) available to users via a web browser and provides subset functionality to edit. Office Online is included with G1 licensing plans. The following link provides information comparing Office Online feature capabilities to feature-rich Microsoft 365 Office ProPlus apps: https://technet.microsoft.com/library/jj819306.aspx

Office 365 ProPlus provides applications that are installed locally on your computer. Office 365 ProPlus includes the applications you are familiar with, including Access, Excel,

OneNote, Outlook, PowerPoint, Publisher, Skype for Business, and Word. Office 365 ProPlus is included with G3 licensing plans.

   (https://docs.microsoft.com/en-us/DeployOffice/about-office-365-proplus-in-the-enterprise)

NOTE: Project and Visio are not included in Office Online nor Office 365 ProPlus. They must be procured separately.

Does Office 365 ProPlus require that I connect to the Internet?

Users do not need to be connected to the Internet all the time to use Office 365 ProPlus. However, users must connect to the Internet at least once every 30 days so that the status of their Office 365 subscriptions can be checked. If users do not connect within 30 days, Office 365 ProPlus goes into reduced functionality mode. After users connect to the Internet and Microsoft verifies their subscription status, all the features of Office 365 ProPlus become available again.

Migration – General

What is "migration"?

"Migration" is the term the Office 365 Project uses to describe the process of deploying Office 365 software subscriptions—either G1 Office Online or G3 Office 365 ProPlus (OPP)—and moving users' mailboxes from Microsoft Exchange (on premises) to Exchange Online (EXO, Microsoft's cloud-based email solution).

What is the migration schedule for O365?

Office 365 migration will consist of several phases. Exchange Online (Outlook in the Cloud) migrations and Office 365 deployments will be part of O365 implementation Phase One. DTI has been working with Microsoft and talking with other States' that have been through an Exchange migration and Office 365

deployments. Additionally, DTI managed the K12 O365 Exchange migration just a few years back, thus providing much familiarity with migration tasks.   All DTI employees were migrated in the first quarter of 2019. The Project team has developed an initial roadmap outlining three (3) wave sets for agency deployment of Office 365 ProPlus (OPP) and Exchange Online (EXO). Agency engagement meetings to determine readiness and migration scheduling began in April for Wave 1 agencies. Engagement meetings will continue throughout 2019 for subsequent waves. The wave sets are shown below (as of 10/22/2019 — agencies listed in no particular order).

Can my agency request a specific migration timeline or window? DTI will work with each agency IRM/ISO to determine appropriate windows for transitioning to Office 365. Agency engagement and readiness assessment meetings to determine timing of migrations will occur in three wave sets, beginning in April 2019. Migration timing is dependent on multiple factors, such as agency business cycles, agency technical readiness (determined by Microsoft systems assessment tools and discussions with the Project team), and other factors.

Migration — Email Migration from Exchange On-Premises to Exchange Online

When will migration happen for me? Mailbox migration began in February 2019. Unlike with the change in email addresses to @delaware.gov, mailbox migration will take place agency-by-agency over the next few months.

How will I know what to expect? You will receive notice before your mailbox is migrated. You will receive instructions on what you need to do before and after migration.

Does migration to Exchange Online come with added security

requirements? Yes! Shortly before your mailbox migrates, you must enroll in Multi-Factor Authentication. This adds a second layer to your normal user ID and password sign-in procedure. For details, please see the instructions enroll in [Multifactor Authentication](#), found on this website under the Resource Center tab, [Reference Materials page.](#)

What are the mailbox sizes? Mailbox size depends on license (50GB for G1; 100GB for G3), but both G1 and G3 mailboxes have unlimited archive behind them. About 80% of state licenses will be G3.

Is there a limitation to the size of attachments?
The maximum total size of an email message is 25MB. The total size includes the message header, body, and any file attachments. Even if the total size of all the file attachments does not violate the message size limit, there is a limit of 125 attachments permitted in the message.

What will happen with Egress? Today, and at least through 2019, we anticipate continuing to use Egress for secure mail transit and sharing very large files. Data shows that we haven't exceeded what the Office365 Exchange environment can currently handle in terms of file sizes, so we expect foundational requirements of the eventual O365 cloud environment to accommodate our needs. With respect to secure mail, if you were with us when we moved from IronPort to Egress, we went through an exercise for certain individuals who archive secure mail. When the time comes, we will develop a similar protocol for individuals who are required to maintain items transmitted through Egress; this won't need to happen immediately to transition to Office365.

Can I send to more than 500 recipients at one time?
The combined total numbers of individual message recipients allowed in the To:, Cc:, and Bcc: fields may not exceed 500. However, a distribution group (e.g. DTI_All or DHSS_all_dhss) which may contain many individual and/or group recipients is

only counted as one individual recipient.

How long will messages remain in my inbox?
Messages will remain in your inbox and inbox folders as long as you don't delete them.

How long will messages remain in Deleted Items and Junk Email folders?
Messages will remain in the Deleted Items and Junk folders for 30 days before they are removed.

Will I continue to use the existing Outlook Web App (OWA) link to access my email online via an Internet browser?
No. OWA is replaced by Outlook on the Web, which is accessible by compatible browser at https://outlook.delaware.gov as long as you have enrolled in [Multi-Factor Authentication](#).

Which browser versions are compatible with Outlook on the Web?
Outlook on the Web is compatible with:

- Internet Explorer: IE Version 11
- FireFox: The latest version
- Google Chrome: The latest version
- Safari: The latest version
- Edge: The latest version

Note: Outlook on the Web may continue to work with previous web browser versions, but there are no guarantees.

What is the difference between Outlook Web App (OWA) and Outlook on the Web?
OWA and Outlook on the Web are both browser based email applications. OWA is used only in environments that are hosting their own Exchange server (on-premises). Outlook on the Web is used only with Office 365 subscriptions (Exchange Online). For more information on Outlook versions: **http://bit.ly/2TSRZgv**

Will I be able to access email if the Internet goes out?

If you have O365 G3 license you have the ability to download Outlook to your computer. You can work and save "offline". However, you will not have the ability to Send/Receive mail without an Internet connection. An O365 G1 license must have a connection to the Internet to access email.

Will all my messages, calendar events, contacts and tasks migrate to the new mailbox?
Yes, all messages, calendar appointments, contacts, and tasks will be migrated

Will my personal email contact, groups, rules and signature(s) migrate to the new mailbox?
These items should move as part of the migration. However, for precaution you should make note of any rules you have running prior to your migration.

What happens to access to .pst files after migration? The State will continue to operate in a hybrid Exchange environment while agency migrations happen over the coming year. You can continue to access your .pst files the same way you always have. Eventually in the future, most likely well after the migration phase has been completed throughout the state, a solution to migrate .pst files to the Government cloud will be implemented.

User Impact

How will I access my email account?
Your work computers have the Outlook (email) client installed and you will continue to access your email and calendar no differently. At home, you will find your email is accessible by a web browser through Outlook on the Web and does not require additional software installation on your computer, but for security reasons, you will be required to enrolled in Multi-Factor Authentication once your email account migrates

to Exchange Online.

How about accessing email from a mobile device?
Once your mailbox has been migrated to Exchange Online (Outlook in the Cloud), you may use the Outlook Mobile App (recommended; available for iOS and Android) or the native iOS (Apple) mail app to access your email from your mobile device. There are additional security requirements, as well, especially enrollment in [Multi-factor Authentication](#). Set up instructions can be found on the [reference materials page](#). You can also use iOS' native mail application because it supports modern authentication. Android users who do not want to use Outlook app may install and use (at their own expense) any third-party mail application that supports modern authentication. Please note: If you use Skype for Business on a mobile device, after your mailbox has been migrated, your Skype login credentials remain state.de.us until further notice. For more information on the Outlook Mobile App: https://products.office.com/en-us/outlook-mobile-for-android-and-ios

Will I continue to use the existing Outlook Web App (OWA) link to access my email online via an Internet browser?
No, OWA is replaced by Outlook on the Web, which is accessible by compatible browser at https://outlook.delaware.gov as long as you have enrolled in [Multi-Factor Authentication](#).

What about changing my password? When your mailbox moves to Exchange Online, you will still be able to change your Windows Domain password on state domain joined computers (e.g., your desktop/laptop computer at work or connected to the network via Remote Desktop Protocol). You will no longer be able to change your Windows domain password directly from Outlook on the Web as you once could with OWA. You MUST know your current password to be able to change it via the web portal. Instructions are available on the [reference materials page](#). If you don't know your current password, contact the DTI Service Desk for assistance.

What training will be available for the new version of Office products?

Office 365 ProPlus has a similar user experience and the familiar file formats of Office 2010. Users should already be familiar with these Office capabilities from their experiences with prior version of Office. There are also a number of training resources available such as:

Office 365 Training Center — https://support.office.com/en-us/office-training-center

Office Quick Starts — Get up and running quickly with the basic info you need to be productive right away.

https://support.office.com/en-us/article/office-quick-starts-25f909da-3e76-443d-94f4-6cdf7dedc51e?ui=en-US&rs=en-US&ad=US

I purchased the Microsoft Home Use Office Products. Can I continue to use those products?

Microsoft Home Use Products (HUP) you purchased will remain valid.

In October 2018, I received a new offer for the Microsoft 2019 Home Use Office Products. Can I take advantage of that offer?

Microsoft has confirmed the following agencies are the only ones meeting the eligibility criteria for their staff to participate in the Microsoft Home Use Program (HUP):

- Delaware Department of Safety and Homeland Security,
- Delaware Department of Safety and Homeland Security — Division of Forensic Science,
- Delaware Legislative Information Systems,
- Office of the Governor,
- DNREC,
- Delaware Insurance Department,
- Delaware Department of Technology & Information,
- Delaware Department of Services for Children, Youth and Their Families,
- Delaware Health and Social Services.

Please note the HUP is not an initiative of the Office 365 project. It is a benefit for staff of eligible agencies (listed above) based on specific criteria of the valid enterprise agreement in place for said agency. If your agency is listed above, you should contact your [Customer Engagement Specialist or Information Resource Manager](#) for questions regarding your agency's unique program code to take advantage of the offer.

What has changed with the Microsoft Home Use Program (HUP)?

Microsoft has recently introduced a new benefit, *Office 365 Home* and *Office 365 Personal*—premium, up-to-date software—at a discounted rate. All State of Delaware employees with a valid delaware.gov email address can participate.

Note: The previous HUP benefit is still in effect for eligible agencies (listed above) in addition to this new Office 365 subscription benefit.

What's included in Office 365 Home Edition:

- Share with your household — for up to 6 people
- Premium versions of Word, Excel, PowerPoint, OneDrive, OneNote, Outlook, Publisher, and Access
- 1 TB OneDrive cloud storage for each person
- OneDrive Ransomware detection and file recovery

What's included in Office 365 Personal Edition:

- For one person
- Premium versions of Word, Excel, PowerPoint, OneDrive, OneNote, Outlook, Publisher, and Access
- 1 TB OneDrive cloud storage for each person
- OneDrive Ransomware detection and file recovery

For more information on enrolling, purchasing, and redeeming the new benefit, plus much more, please visit [Microsoft Home Use Program — A Guide for Employees](#).

Who, in my agency, can answer my agency-specific Office 365 questions?

Every state agency has a Project O365 Change Liaison. The person in the role of Change Liaison for an agency:

- Is empowered to **delegate Project o365 checklist tasks** to the appropriate resource within the Change Liaison's own organization;
- **Ensures timely completion of tasks** the agency needs to do in association with Project O365;
- **Signs off on, and returns, monthly checklists to DTI readiness coach;**
- Acts as a project liaison**, by forwarding Project o365 communications** to appropriate individuals within that person's own agency or agency concerns/questions to the Project O365 team.

If you need to know the name of your Change Liaison, contact your [Customer Engagement Specialist or Information Resource Manager](#) or email [project_O365@delaware.gov](#)

Post-Migration FAQs

Unity Voice Mail: Why do I no longer see a name when I dial a common 4-digit extension?

When your Cisco phone's voicemail was migrated, your phone was reset to ensure that your message button would be updated to dial 1001 to access messages. This reset process cleared your phone's recent dialing history. If you need to search, you can select the corporate directory to search by name/number. Your phone's history will repopulate your commonly dialed extensions as your recent call history develops again with your daily use.

Outbound Faxes: Has the format to send an outbound fax changed?

Yes, the format for outbound fax will change after migration. The new format is 3025555555@fax.delaware.gov. Note, there is no impact to sending faxes via the Accuroute web interface at httsp://fax.state.de.us/WebClient.

I got an "Updates Available" message in one of my Microsoft applications. Can I accept it?
Yes! You can click the "Update Now" button.

Outlook: What is "Focused Inbox" and how do I turn it on/off?
Focused Inbox for Outlook helps you focus on the emails that matter most to you. It separates your inbox into two tabs—**Focused** and **Other**. Your most important emails are on the Focused tab while the rest remain easily accessible—but out of the way—on the Other tab. You'll be informed about email flowing to Other, and you can switch between tabs at any time to take a quick look.

Focused Inbox works with you to prioritize what's most important. What lands in Focused Inbox is based on the content of the email (e.g., newsletters, machine-generated email, and so on) and who you interact with most often. If you need to fine-tune your Focused Inbox, **Move to Focused** and **Move to Other** options are available to do that.

To turn Focused Inbox off (or back on), click on "View" on the top menu bar, then click on the "Show Focused Inbox" icon.

Outlook Calendar: I share a calendar with staff in another agency. Why are they getting pop-up messages when opening the shared calendar? Once your Outlook (email, calendar, contacts) account has migrated to Exchange Online, employees *not* already on Exchange Online will receive a Multi-Factor Authentication (MFA) pop-up prompt occasionally when accessing any calendar shared with someone who has already migrated.

We recommend advising those you share calendars with that they can safely ignore these MFA pop-ups. These messages will continue to occur for non-migrated staff while the State of Delaware operates in a hybrid environment (some staff have Outlook accounts on premises, migrated staff have Outlook accounts in Exchange Online).

There is another choice for staff who share calendars with already-migrated agency staff. These people may wish to go ahead and enroll in MFA, which can be done by any State of Delaware (@delaware.gov) employee, even before their agency migrates.

Skype for Business: Why isn't my Skype for Business launching when I log in?

Some individuals may need to edit their Skype for Business (SfB) settings after they receive Office 365 ProPlus to assure that the application launches at startup.

1) Launch Skype for Business application.

2) Click on the gear symbol upper right.

3) Click "Personal" in the left-hand navigation window

4) Click the check box "Automatically start the app when I log on to Windows"

5) Restart computer; Skype for Business should launch after login.

Windows 10: What happened to my Start Menu Microsoft Basic Apps Tiles?

Some individuals on Windows 10 may find that their start menu "Basic Apps" Microsoft Office application tiles have

disappeared post-migration. Due to the tremendous number of variations in Windows10 desktops in use throughout the state, this could not be addressed with an automated solution without the risk of disrupting individual PC customizations. If you depend on tiles as your preferred method to launch your most used applications, here is a method to restore that functionality.

1) Open the Start menu.

2) Drag the "Basic Apps" title to the bottom of your Start menu, below "Play and Explore"

3) Find each app you'd like a tile for—either under "Recently Added" or locate it by its name in the aphabetical list.

4) Right click the application name and select "Pin to Start"

5) Drag your tiles into the desired order.

After migration, will I continue to use the Outlook Web App (OWA) link to access my email online via an Internet browser?
No. OWA is replaced by Outlook on the Web, which is accessible by compatible browser at https://outlook.delaware.gov as long as you have enrolled in [Multi-Factor Authentication](#).

Early Adopters

Who are Early Adopters?

Project Office 365 has instituted an Early Adopters program. The goal of the program is to have approximately 10% of each agency's staff identified as its Early Adopter Group (EAG). Members of an agency's EAG should come from all facets of an agency's business and from all levels, from line workers to managers. In general, an agency's EAG list should not include its directors or more than a handful of others with mission-critical responsibilities.

EAGs participate in the early adoption of current and future Microsoft Office and Enterprise deployments. Especially in very large agencies, EAG members likely will be the first in an agency to have Office 365 ProPlus deployed and to migrate to the Government cloud, allowing Project support staff the opportunity to fine-tune deployment products as needed before deployment happens for a large group of employees.

Beyond the initial Office 365 ProPlus deployment and migration, EAG members will be participating in Microsoft's release validation process (see graphic below) during the targeted release stage. They will be the first to receive new Office 365 products and bi-annual updates. They will launch and use the product(s), identify nuances that may exist, determine how new features can be used, and provide feedback. They would then be prepared to help/assist others within their agency when the product is deployed to the rest of the agency's staff.

How it works — release validation
Any new release is first tested and validated by the feature team, then by the entire Office 365 team, followed by all of Microsoft. After internal testing and validation, the next step is a **Targeted release** (formerly known as First release) to customers who opt in. At each release ring, Microsoft collects feedback and further validates quality by monitoring key usage metrics. This series of progressive validation is in place to make sure the worldwide release is as robust as possible. The figure below shows this release validation progression and where Early Adopters participate.

Who makes a good candidate for the Early Adopter Group? We believe this is someone who

- Is well-versed in the products and applications that an agency uses;

- Doesn't mind "beta testing" new versions of programs;
- Can communicate the benefits of using new products; and
- Is willing to answer questions from Project Office 365 staff; and
- Is able to help co-workers as products are rolled out or updated.

Each agency change liaison maintains a list of the agency's identified Early Adopter Group. Periodically, change liaisons are responsible for keeping Project Office 365 advised of any additions/deletions or other changes in that list.

O365 Governance/Center of Excellence

What is O365 Governance/Center of Excellence?
O365 Governance will identify, establish, and nominate members to serve on committees to provide an Office 365 oversight structure. O365 Governance/Center of Excellence committees will be the decision-makers for processes, roles and decisions for the transition to Office 365 and the adoption of related products. The O365 Governance/Center for Excellence will determine and maintain Office 365 standards, policies and operational readiness.

I understand Microsoft releases automatic upgrades throughout the year, how will these upgrades be managed to ensure we get advanced notice?
A Governance/Center of Excellence team will be identified, as well as a dedicated Service Delivery Engineer working as the coordinator of the group. It will be that team's responsibility to review all updates, determine effects, and then manage the integration into our Office 365 tenant. Additionally, the team will work with the Organizational Change Management team to ensure changes/updates are communicated timely and appropriately prepared for.

How much advanced notice will agencies be provided regarding Microsoft O365 updates?
The O365 Service Delivery Engineer/Manager and O365 Center of Excellence will determine the need and timeline for updates. When a change affects staff, appropriate time frames will be established prior to implementation.

Security

Is our information secure in the cloud?
Microsoft Office 365 meets the highest industry standards for security and data privacy. Office 365 applications are certified across many compliance standards including ISO 27001, EU Model Clauses, HIPAA, FISMA, FERPA, and others. Additionally, the State purchased Microsoft Government Plans and Advanced Threat Protection (ATP). Government plans are designed for the unique needs of U.S. government organizations. They provide all the security features of Office 365 services in a segmented government cloud community that enables organizations to meet additional U.S. compliance and security standards. We are confident that the security provisions that cover all information, whether generated in email, SharePoint, OneNote, or in Office-created files stored in Office 365 storage, meet all the necessary security provisions.

What is Advanced Threat Protection (ATP)?
Microsoft Office 365 Advanced Threat Protection is a cloud-based service that safeguards and protects the State against malicious threats, such as unknown malware and viruses, by providing robust zero-day protection. ATP includes features to safeguard and protect State users from harmful email attachments (ATP Safe Attachments) and provides time-of-click verification of URLs in email messages and Office files (ATP Safe Links). ATP features will also safeguard future Office 365 services, such as SharePoint Online, OneDrive for

Business, and Microsoft Teams, by identifying and blocking malicious files in team sites and document libraries.

ATP Safe Attachments

The ATP Safe Attachments feature checks email attachments for people in our organization. When an ATP Safe Attachments policy is in place and someone views their email in Office 365, their email attachments are checked and appropriate actions are taken, based on the ATP Safe Attachments policies. For instance, with the ATP Safe Attachments feature, the email attachment is opened and tested in a virtual environment before the user receives it. If the attachment is deemed to be malicious, it will be removed automatically. If the attachment is safe, it will open as expected when the recipient clicks on it. This process introduces a slight delay in delivery of the email (up to a few minutes with large attachments), even with internally transmitted emails. To learn more about ATP Safe Attachments:

https://docs.microsoft.com/en-us/office365/securitycompliance/atp-safe-attachments

ATP Safe Links

Office 365 ATP Safe Links can help protect our organization by providing time-of-click verification of web addresses (URLs) in email messages and Office documents. For instance, if a user receives an email with a URL link and clicks on the link, ATP Safe Links feature immediately checks the URL before opening the website. If the site is deemed to be safe, then the site will open. If the site is deemed to be malicious, then a warning page opens recommending that you do not proceed to the site. You may note that links you receive in email may now be written with a "safe link" prefix when you hover over them. To learn more about ATP Safe Links:

https://docs.microsoft.com/en-us/office365/securitycompliance/atp-safe-links

To learn more about the ATP Safe Links warning pages:

https://docs.microsoft.com/en-us/office365/securitycompliance/atp-safe-links-warning-pages

Can email be encrypted?
Yes, email can be encrypted at rest and in transit in Office 365. All mailboxes will comply with State of Delaware requirements and policy regarding encryption.

Does migration to Exchange Online come with added security requirements? Yes! Shortly before your mailbox migrates, you must enroll in Multi-Factor Authentication. This adds a second layer to your normal user ID and password sign-in procedure. For details, please see the instructions enroll in [Multifactor Authentication](#), found on this website under the Resource Center tab, [Reference Materials page.](#)

Are there added security requirements for accessing email on a mobile device? Yes! Even if you only use the web browser on your device to access your mail, you must enroll in [Multifactor Authentication.](#) If you access Office 365 data through mobile apps (i.e. Outlook mobile email app), you must enroll your device in [Mobile Device Management](#), These instructions are available under the Resource Center tab, [Reference Materials page.](#)

Licensing

What type of Office 365 subscriptions are available?
The State has procured Office 365 Government Plan licenses including Advanced Threat Protection (ATP) add-on. There are two versions of the O365 licenses. The majority of state personnel will require a G3 license, which provides Outlook (email), and both online and locally installed Office Pro Plus. The G1 license provides email and Office Online.

What is the difference between G1 and G3 licensing?

If we make a determination for a specific user and it needs to be changed later, can we adjust Office 365 G1 and G3 licensing??
Yes, a user can be adjusted from a G1 to a G3 plan, or from a G3 to a G1 plan. However, this can only be done once a year, during the annual "True-up" reconciliation period. DTI will conduct an Office 365 "True-Up" campaign, where we will reach out to agencies to reaffirm their Office 365 license counts and make adjustments as needed. We anticipate the first "True-Up" campaign to commence sometime in August 2020, about 120 days out from the Office 365 Enterprise Agreement anniversary date.

Is there an option to participate only in the email portion of Office 365?
No, the minimum licensing, G1, provides email and Office Online.

Do an agency's MS licenses for Office Suite "transfer" to Office 365 Pro Plus licenses?
The State has procured 21,000 Office 365 (O365) Government Plan licenses, which includes Office 365 ProPlus, through a single Enterprise License Agreement with Microsoft. As your agency migrates from the current status to O365 these licenses are distributed accordingly.

Why is my agency Microsoft agreement expiring?
The State contracted for a single O365 Enterprise License Agreement (ELA) with Microsoft (MS). As part of this contract, existing State Agency MS agreements for Office Suite licenses will expire on 12/31/2020. On 01/01/2021, the State of Delaware MS ELA will be in effect and utilized by all State Agencies. However, a note of importance — the MS ELA does not include MS server-related software, nor MS Visio and MS

Project and therefore agencies will need to maintain arrangements for these types of purchases. (Review FAQ's titled "Office 365 ProPlus" and "Licensing" sections for detailed description of what is included with the O365 ELA.)

My agency is scheduled to migrate to O365 next year. In the meantime, there is a need to procure PC/laptop/tablets and/or update Microsoft Office software on equipment. How should this be handled?

Understand that it is non-compliant to transfer bundled Office product purchases (equipment procured with bundled OEM Office Suite installed). However, Office Suite products procured either through MS Volume Licensing or retail (Full Package Product/FPP) channels should transfer the Office Suite licenses to the newly procured equipment (PC/Laptop/Tablet). Agencies should no longer procure equipment with pre-installed/bundled Microsoft Office as there is no cost reimbursement available for that purchase once migrated to Office 365 ProPlus. For agencies which previously purchased PCs with the bundled OEM Office Suite, DTI will be able to offer the Office ProPlus 2016 or 2019 suite during this transitional period to Office 365 ProPlus.

Costs

What will Office 365 cost each agency?

The method for chargeback and cost to individual agencies is still being worked out by OMB and DTI as the holder of the Enterprise license agreement for 365.

In reference to the email address move to @delaware.gov, what cost savings can be expected from this migration to offset the estimated internal costs to change all our stationery, business cards, consumer literature, reports,

etc.?

It is expected that agencies will use up their existing stock of all print materials, only updating email addresses upon reordering. There is no urgency because the state.de.us email address will become an alias to your new delaware.gov email address. Therefore, email sent to First.Lastname@state.de.us will reach your First.Lastname@delaware.gov inbox. A cut-off date for alias addresses has not yet been established. The reason for the change is to protect the authenticity and integrity of our Delaware state government email domain and all associated communications from the State. The federal and state governments control the "@gov" domain and subdomains, so there is no chance of similar subdomains being purchased and used by the general public. The owner of the "@us" domain has decided to make the domain accessible to the public. Therefore, that email domain will no longer be dedicated to federal and state government entities. This allows the general public to buy subdomains in the "@us" top level domain. For example, I could purchase the "@stat.de.us" domain and start sending email to people and attempt to convince them that I was a representative of the State. Even though stat.de.us is not the same, it is similar enough that some people may misread it and wrongly assume it is from a legitimate Delaware government entity.

Office 365 ProPlus

What is included in Office 365 ProPlus?

Office 365 ProPlus includes Outlook, Word, Excel, PowerPoint, Publisher, Access, Skype for Business, and OneNote.

NOTE: Project and Visio are not included in Office Online nor Office 365 ProPlus. They must be procured separately.

[One Drive](#)

What is OneDrive?

OneDrive is a cloud-based storage solution. OneDrive allows you to store and access documents from any computer with internet access. You can easily upload, download, edit and share your files with others using OneDrive.

How much storage will I have with OneDrive?

OneDrive will have 1 Terabyte of storage.

Will desktop shortcuts work with OneDrive?

Once OneDrive is rolled out, agency standard drive mappings can be modified through scripting in mass. Additionally, support will be provided for individual changes as needed.

[Teams](#)

What is Teams?

Microsoft Teams is a platform that combines workplace chat, meetings, notes, and attachments. It is a hub for team collaboration.

[SharePoint Online](#)

What is SharePoint Online?

Microsoft SharePoint Online is a cloud-based service that helps organizations share and collaborate with colleagues, partners, and customers.

[January 25, 2019 – Email Address Change to @delaware.gov](#)

My email address changed?
State email addresses ending in @state.de.us changed to @delaware.go. The Department of Technology and Information completed the change of emails from @state.de.us to @delaware.gov on January 25, 2019. For more information click on the graphic (link) below:

Why did the State of Delaware change our email domain address?
As part of the migration project, on January 25, 2019, the State changed all state email addresses ending in **state**.de.us to @delaware.gov. The change benefits Delaware in several ways:

- Protects the authenticity of our email domain and all associated communications from the State. The federal and state governments control the "@gov" domain and subdomains (@delaware.gov), there is no chance of similar subdomains being purchased and used by the general public. The owner of the "@us" domain has decided to make the domain accessible to the public. Therefore, that email domain cannot be dedicated to federal and state government entities. This allows the general public to buy subdomains in the "@us" top level domain. For example, I could purchase the "@stat.de.us" domain and start sending email to people and attempt to convince them that I was a representative of the State. Even though stat.de.us is not the same, it is similar enough that some people may misread it.
- Standardizes State of Delaware branding; our

websites are delaware.gov.

- Benefits workers by clearly identifying that they are employed by a government entity; this is useful, for instance, to support obtaining government discounts from vendors.

Will I still receive email addressed to my state.de.us address — and for how long?

Yes, the state.de.us email address will become an alias to your new delaware.gov email address. Therefore, email sent to First.Lastname@state.de.us will deliver to your First.Lastname@delaware.gov inbox. A future cut-off date for alias addresses has not yet been established. Employees who joined the state after the January 25, 2019, change will ONLY have @delaware.gov addresses and will NOT have @state.de.us aliases.

What happened to our group or resource email addresses?

Resource mailboxes converted to @delaware.gov at the same time as individual email addresses. The state.de.us address will persist as an alias. If you no longer use certain group or resource mailboxes, please notify DTI through your Customer Engagement Specialist to request that resource mailbox be deleted.

I use my state.de.us email as a login ID for an outside system (e.g., SAM.gov) or vendor: what happens after my email address changes to @delaware.gov?

If you have used your legacy state.de.us address as your login credentials for any external application or website, you can continue to do so—the alias of that legacy email address will ensure any email sent to it by that external application will deliver to your new @delaware.gov inbox. But we would strongly encourage reaching out to those partners as soon as possible after your email address change occurs to initiate an update of your credentials with them. Otherwise, you may find it challenging in the future to recall which partners still need the legacy address. Your state credentials (email

address/login) should only be used in association with state business requirements.

I used my state.de.us email on our multi-purpose copier (networked printer/copier/scanner/fax) machine. When will my email address change to @delaware.gov on it?
If you are a user listed/defined in your agency's copiers (local network printer/scanner/copier devices) with your legacy state.de.us address, you can continue to use those devices, since aliases will assure your product is delivered. There will be no automated process to update user addresses stored on these devices. Local administrators or users themselves may wish to update user addresses at their convenience.

Is there an auto reply message informing people the State of Delaware email addresses have changed to @delaware.gov?
No, It is recommended users update their email signature to inform contacts and to reflect their new email address. For example: "My email address has changed. Please update your address book to reflect my new email address, first.lastname@delaware.gov." or "NOTE: my new email address is firstname.lastname@delaware.gov"

Sept 18, 2018 — Kick-Off Meeting Q & A

Is the Kick-off event presentation available? The kick-off presentation and a high-level overview of the meeting is available in the website "Message Center" tab.

Since Office365 incorporates Advanced Threat Intelligence, will we still have phishing exercises? Attempts to use social engineering to entice individuals to provide access to secure information will undoubtedly continue. Delaware will always seek to better identify threats. The State will continue educating users to use critical thinking to identify known and

new threats, and preparing individuals to know how to respond correctly.

How will "Quasi state" agencies, such as Delaware State Housing Authority be handled? We are still determining how best to handle "quasi state" agencies.

How will moving to web-hosted apps change help desk support provided by Delaware staff? Will some of that go to Microsoft directly? (Answer to come)

Office365 will cause an innate dependency on Internet access for basic standard office capabilities; does Delaware's readiness include the network infrastructure required to ensure our Internet capability is sized to match our increasing needs? We worked with Microsoft to perform network testing during the summer; we have the bandwidth necessary. A new RFP was issued 18 months ago for the State of Delaware to expand the number of Internet Service Providers available to us, allowing us to increase bandwidth. This was a need even without the move to Office365, due in a large part to Education's one-device-one-student and the rapid increase in our student population. In addition to the ISP contract, funding ($2.5M this year and $2.5M next year) was secured via the bond bill to support investments in network equipment needed to increase bandwidth to the necessary levels to support our business.

Email is migrating to the cloud. Some use email as a file system. Workload and all kinds of things are tied to it. How will moves be handled? As part of the migration readiness checklists, we will need to understand your dependencies on how email is incorporated in your specific applications. We will then partner with each agency accordingly for migration from on-premises Exchange to online Exchange. DTI has those same dependencies: the Applications Development team supports over 1,500 applications. They are doing an exercise right now to understand how those applications interact with the current

email solution, addressing, et cetera. We will work through that with each agency as we migrate. We will have to be flexible enough to address needs of customers who are ready. Some may move to Office365 ProPlus before moving to Exchange online. We have the capability within the environment to maintain a hybrid model for some period of time.

What about email mailbox size limits? Both G1 and G3 mailboxes have unlimited archives at the State of Delaware. So, while an individual mailbox may be a specific size (50GB for G1; 100GB for G3), it has an unlimited archive behind it.

What will happen with Egress? Today, and at least through 2019, we anticipate continuing to use Egress for secure mail transit and sharing very large files. Data shows that we haven't exceeded what the Office365 Exchange environment can currently handle in terms of file sizes, so we expect foundational requirements of the eventual O365 cloud environment to accommodate our needs. With respect to secure mail, if you were with us when we moved from IronPort to Egress, we went through an exercise for certain individuals who archive secure mail. When the time comes, we will develop a similar protocol for individuals who are required to maintain items transmitted through Egress; this won't need to happen immediately to transition to Office365.

What about large file transfers with vendors, such as CAD drawings? Will there be a solution? We would like to understand why some are leveraging Drop Box or other solutions rather than Egress. We don't have a specific answer right now as it applies to the rare, extremely large (500MG) files, but we are not trying to set a limit.

What about applications that use SMTP @state.de.us? There will be no changes to the SMTP environment.

What percentage of State of Delaware accounts will be G1 versus G3? 80% of the total State user population will be G3.

What will happen for agencies using applications outside the Office365 ProPlus product (e.g., Visio, Project, TFS, SharePoint)? Agencies will maintain their own purchases of Visio, Project, TFS, etc., that are not included in Office365. SharePoint Online is included. However, because there are significant differences between on-premises SharePoint and SharePoint Online, this will be part of the future releases effort, beyond January 2021. Governance will be in place to make decisions regarding future deployments. SharePoint migration is much more complex. Agencies using SharePoint on premises to any degree with workflow or something more than file services will most likely need to maintain their on-premises SharePoint for quite some time, possibly beyond 2021.

What is the impact to voice mail? There are approximate 7000 individuals currently using on premise exchange for voicemail. They will be moved to Cisco Unity voicemail. The initial switch will require the user to set up new greetings. Cisco Unity will capture the voice mail as a .wav file.

Will Skype be HIPAA compliant? All Office365 services meet certifications on Microsoft's infrastructure side. However, that does not relieve process and procedure on the end user side to also uphold certifications required for HIPAA.

How will TLS connections (such as those with medical and pharmaceutical providers) be handled? These will need to be identified/documented so they can be recreated in the cloud platform.

Will G3 products still function if Microsoft's networks experience problems? The benefit of the G3 license is that work can continue without an Internet connection in Outlook (on cached mail only) and with Office Suite. When the Internet connection becomes available again, work will automatically sync back to Microsoft cloud.

Is Office 365's online Excel a full-fledged, full-featured application, with all the advanced features, macros, etc.? Yes, absolutely. All of the Office365 as-a-service products are have full functionality, including the ability to link Excel documents.

Regarding use of OneDrive, Universal Login Manager (ULM) access policy, sharing, and all the things raised by cloud storage, is policy going to be decided at the State level through the governance organization or will it be on an agency-by-agency basis how security measures are implemented? Governance will develop statewide policy, but how delegation and implementation will be handled is unknown at this time. There's a significant opportunity to the state in leveraging OneDrive, however, we need to understand the issues more fully. It's a fairly big transformation to get the workforce to leverage that. Governance will need to work through the process and how to introduce those things as we become prepared to do so. At this time, there is no plan.

How is replication or active backup handled that would allow for uninterrupted uptime based on the services the State has purchased? All O365 tenants allow for geo-redundancy configuration for business continuity purposes. Delaware's tenant will be set up for geo-redundancy to other Microsoft government cloud certified data centers in the continental U.S.. This allows for quick switch-over to be accomplished should something catastrophic ever occur at our main Northern VA data center.

Oct/Nov 2018 – Change Liaison Meeting Q & A

I use my @state.de.us email as a login ID for an outside system (e.g., SAM.gov) or vendor: what happens after my email address changes to @delaware.gov?
If you have used your legacy @state.de.us address as your

login credentials for any external application or website, you can continue to do so—the alias of that legacy email address will ensure any email sent to it by that external application will be delivered to your new @delaware.gov inbox. But we would strongly encourage reaching out to those partners as soon as possible after your email address change occurs to initiate an update of your credentials with them. Otherwise, you may find it challenging in the future to recall which partners still need the legacy address.

With email migration (cloud conversion), how will "Secret" or "Confidential" data be managed?
With Office 365, State of Delaware data will be secured in the Microsoft government cloud with greater security measures in place than the physical data centers where our data resides; datacenter employees more rigidly screened; as well as more isolation from other customers' data. We have also purchased Advanced Threat Protection and encrypted email is a functionality in Office 365 (delivered in our current system via Egress). We are confidant Office 365 email will be as secure—if not more so— than in the current on-premises hosted solution.

Does the email cloud application have better functionality than the Outlook light we get when logging in from a web browser?
The browser-based version of Office 365 Outlook will look and function similarly to the Outlook for the web client (formerly known as OWA) in place since last year's enterprise upgrade to Exchange 2016. This upgrade provided a richer user experience over the web than previous versions of Outlook Web Access (OWA). The majority (80% will be G3 licensed users) will use desktop installed Outlook along with all the usual Office applications.

We already have aliases still in place today (e.g., underwent an email conversion that resulted in, or got married/divorced, etc.). Will having another new alias affect this?

Any existing aliases will persist as part of the enterprise domain change to delaware.gov. Your @delaware.gov email address is simply appended to the list of any existing aliases related to your account at the time of the change.

How will Office 365 Outlook impact Outlook plug-ins such as Salesforce?
There should be no impact at all; the Outlook plug-in will still work with Salesforce.

Can we share this Office 365 website with our staff?
Yes, please do! It is a public facing website and doesn't contain any sensitive information.

Where can I view the Change Liaison Skype Presentation at?
Review the Change Liaison Skype Presentation (Oct 30 2018 and Nov 7 2018) here: https://office365.delaware.gov/wp-content/uploads/sites/135/2018/10/OCM_Liaison_SkypePresentation.pdf

Any questions or concerns please contact us.